

**KAMEHAMEHA & KA'AHUMANU HOMES RESIDENT/COMMUNITY
MEETING – JANUARY 28, 2009**

Intros

- Jun Yang – Facilitator, FACE
- Chad Taniguchi – Exec. Dir.
- Glori Inafuku – Monitor
- Stephanie Fo – Acting Chief
- Officer Sam Fontinilla – Resident patrols – trying to get a dedicated group of residents. **Contact Zara
- Fetu Kolio – Neighborhood Board

- Response time/maintenance charge
 - Refrigerator not working
 - Outside lights
 - Trees
 - Tired, had enough, set an example

- Dark, lives near back gate
 - Motor for hood fan, maintenance did not return

- Missed 2nd light

- Security needs better towing company
 - Towed maroon van instead of white pick up truck
 - Looking in back window

- Yard maintenance – common areas
 - Grass not being cut, cutting grass too low, killing the grass

- Oven not working in 3 yrs, can she replace it herself?
 - Refrigerator not working

- HPHA needs to clean rubbish, can someone pick up rubbish
 - Residents keeps yards clean and grass dry

- Trees have grown back
 - Can be cut with hand saw
 - Every Thursday cutting – haven't seen it
 - Grass up to waist
 - Only AMP staff is cutting and picking up grass
 - Timeline on refrigerator replacement
 - Tree stumps – not cut, only painted orange

- Someone died in her unit, no one had told her, reported to office, was offended by treatment, wants to transfer, case worker getting run around from the office.
- Someone (woman) came to the back of her building asking people for money, opened unit door and went inside. Is HPHA letting drug users move in? Person said she lived in Kamehameha Homes. Report has been made to management.
- Unanswered responses
 - Rubbish pick-up – who cleans the trash stations? Staff
 - Termites – in door and units
 - Tree cutting – on-going – safety
 - Yard maintenance – Friday team cutting yards from 09:15am to 10:30am, sat down, only cut a small area – spoke to Kiyota and Douglas
 - 8 weeks grass has not been cut
 - Misunderstandings between AMP and Special Teams
 - Needs support from upper management to make this work
 - Fireworks – warned about tall grass
 - Yards were cut prior to this meeting and lights were fixed
 - Pitched black near community room
 - Towing – questions
 - * How is it being done?
 - * Need clarification and verification
 - Tow truck is charging drop fee
 - Can not get a hold of people in the office, short staff or staff not there
 - Revisions to house rules
 - Wants to designate area for children to play (clean-up field? –red ants and rats)
 - 1 Bedroom – dryer duct on roof, need duct cleaned (PM plan)
 - Fire hydrant not working? Check them all – what is status
 - C&J answering service – Reset timer is not an emergency
 - Need to re-set lighting timers
 - No-show for AUI's, residents stays home from work and then staff doesn't show up
- Douglas Pedro - #832-3176/#628-1177 – Call to dispute maintenance charges
- Post a maintenance charge list at Kamehameha Homes, ADA and Bill of Rights needs to be posted
- Work order desk - #832-3363

- No lights at Ka'ahumanu Homes – Elbow hurt and glasses broken because it's dark, no lights
- Guys playing radio late at night, police officers not doing anything
- Bulky items, residents gets letters, but maintenance is doing it to
- Tall grass at Ka'ahumanu
- Ka'ahumanu – Solar panels leaking hot water, also rain gutters leaking, residents has been waiting since 1999
- Chad – Encourages monthly meeting's with the tenant association and management
- Give tenants back their yards, 1x a week not sufficient for Kam Homes
- Containers in the back of the community hall are hazards – someone dumping freckles
- No positive support from management staff
- Feels disrespected when staff cuts their yards after they have fixed it
- Staff person not there to hear their concerns
- Knows there are good workers, but a couple bad ones make everyone look bad
- Harvey – Ali'i Security – Recommends trespassing people that are drinking
- People hanging out and drinking and security not doing anything
- Weed and Seed area, school zone – signs going up, higher penalty
- Work with Ali'i Security on what rental agreement says and project rules
- Dispatch - #847-6777
- Favoritism – Towing/Security Guards ask certain ones to be towed
- Harvey - #368-8102
- Guards should go inside clusters and walk between buildings

- Why hire security if they can't address the concerns on the property
- Why can't security call 911 for problems off property?
- Police don't like it
- Enclose project for security
- Role of security guards
- Activity by walls, grateful for security, walking is better, security is better
- Check vacant units to make sure they are secured
- Stephanie - #832-4696